

NEVADA CARE CONNECTION

Minutes

Quarterly Meeting

December 7, 2005

9:30 am

Community Collage of S. Nevada
3200 East Cheyenne Ave
Las Vegas, NV

University on Nevada Reno
1664 N Virginia Street
Reno, NV

Great Basin College
1500 College Parkway
Elko, NV

PARTICIPATING: Sara Brower (Lyon County), Linda Bond (Mineral County Care & Share), Dan Clarke (Washoe County I.T.), Carolyn Gillis (Mineral County Care & Share), Heidi Hutchings (Home Health Services), Diane Ross (The Continuum), Teresa Sacks (Sanford Center for Aging/UNR) Larry Weiss (Sanford Center for Aging/UNR), Shirley Wright (Lyon County Human Services), Janice McIntosh (Carson City Senior Center), Marietta Bobba (Washoe County Senior Services) Gary Pfifer (EOB) Sylvia Elexpuru (CornerStone Health Management), Karen Smouse (CornerStone Health Management) Claudia Collins (UNR Cooperative Extension), Bob Pettit (Clark County Social Services).

DAS STAFF: Lisa Cyr, Kristi Martin, Marcia Cuccaro, Tina Gerber-Winn, Dale Ann Luzzi, Donna Fowlkes, Becky Boatwright, Wanda Brown, Shirley Chantrill.

1. **Welcome and Introductions- Tina Gerber-Winn**

2. **Reports from Partners**

Lyon County Human Services-Shirley Wright

Ms. Wright biggest accomplishment was taking the training provided by SHIP for counseling for the Medicare Part "D" and being able to help seniors sign up for Medicare part "D". Ms. Wright had an experience with an elderly woman who lives in a mobile home in Silver Springs who needed to get hooked up to the city sewer system or she was going to have her water turned off. Ms. Wright was able to get her lined up with someone through a grant without a lien being put on her home. Ms. Wright found an excavating company that would do this at senior cost. Ms. Wright shared another experience she had with an elderly gentleman who came into the Social Services office looking for food. The gentlemen

apparently had not received his Social Security check in two months because of a felony warrant for a check that he had written ten years earlier. Ms. Wright was able to contact Social Security with his permission and help him get it straightened out. She was able to get the warrant dismissed, so he could start receiving his checks again.

The Continuum- Diane Ross

Ms. Ross hired an Information and Referral person part-time who is also answering the phones, working with Lynn (webmaster) on improving the quality of the website and quality assurance. Ms. Ross is currently reviewing resource areas to refine them and hopefully make it easier for people who are using the web. Ms. Ross is working with the web designer to refine how requests for updated information are sent. Ms. Ross reported on marketing efforts in Southern Nevada by advertising in senior papers in Las Vegas.

Mineral County Care and Share-Co-Presented by Linda Bond and Carolyn Gillis

Ms. Bond is our Information and Referral person for Nevada Care Connection. She is currently working to put together packets, so the advocates will have brochures and other information available when they make visits. Ms. Bonds' number is also in the packet. Because the service numbers are up from last year, staff figure they are making some head way in the community and people are starting to know who they are and what they are doing.

Washoe County Senior Services-Marietta Bobba

Ms. Bobba states the October stats for kiosk show a total of 471 hits with Washoe County having 322 hits and City of Reno sites with 149 hits. Washoe County has partnered with Reno on their tourism kiosk. Mr. Clark was able to bridge programming with senior information available, Washoe County is using the Reno Kiosk to try to create more traffic to the community, so they are more aware of the fact the resources are available on multiple sites. No stats are available for hits on the kiosk for November and December. A few special events were held this quarter. One event in November for National Caregivers' month ("A Day of Caring") was co-sponsored by DAS, The Continuum, Nevada Care Connection, and the Caregiver Association. The event was highlighted by "A Take Care of Yourself Day" for caregivers, 19 caregivers signed up for a free lunch. There also was a wonderful Victorian tea with china, tea cakes and a number of gift certificates. Ms. Brown from DAS, City of Reno, and AARP were very instrumental in helping make this a successful event for all. Free respite care was also available for this event. A Medicare part "D" outreach day for the Hispanic community was also held and about 20 people participated. AARP and SHIP collaborated to provide bilingual specialists. Pamphlets were also available

in Spanish. Washoe County is also working with churches and schools to connect with the Hispanic community resources that are available.

Sanford Center for Aging/UNR Cooperative Extension- Larry Weiss, Teresa Sacks and Claudia Collins

Fiscal goals and objectives under FY06 continue to focus on public education and training. Plans are for going expand the training and go beyond the grantees and the project NEON sites, especially with community based services and the volunteers at the centers for kiosk and docents. Training is scheduled with Clark County Senior Advocates as well. The first informational portal news letter that will be released in January will focus on the White House Conference on Aging in Washington DC and the meeting findings. In January, staff would like to email a survey in regards to the news letter to ensure it is serving a purpose for grantees. Staff is also working on overall project evaluation. The ASA – NCOA conference is coming up on March 16-19, 2006, and staff will be presenting information about Nevada Care Connection. .

Ms. Collins emphasized the importance of the informational portal as a way to highlight grantees and talk about what's going on.

Carson City Senior Center- Janice McIntosh

The Senior Center has a new chef, and the food is wonderful. The center has served 770 more seniors this year than last year. There is a waiting list of over 100 seniors that need to be counseled for Medicare Part "D" to help them with the changes. Also there has been approval from Carson City for an Adult Day Care, and they are just waiting for the final approval from the State. Thirteen people are signed up already. The Senior Center has been teaching computer classes, and there are 14 computers available. The first affordable housing apartments will be ready for occupancy February 1, 2006 with the second set to be started as soon as the first one is finished. Between the two apartments, 88 seniors will be served.

Washoe County Senior Center- Dan Clarke

Mr. Clark reports being in the process of completing a contract with Synergy and installing a new data base in early January. Washoe County will then periodically export data to DAS. The plan is to be using Synergy as the main case management tool for the Senior Center for Social Services, the Adult Day Care Program and Mental Health.

Clark County Social Services-Bob Pettit

Mr. Pettit reports meeting with DAS staff with concerns about the progress with Synergy. It has been very slow but going in a positive direction. One thing that is causing the slow down is internal staff changes.. A consulting firm has been looking at overall business process for a database management system, social work, accounting and several other programs. The past Director was elevated to Assistant County Manager. Nancy McClain has been acting Director since August, and she will be replaced by Patricia Pate on January 17, 2006. The Board of County Commissioners adopted a new policy manual for Medical Assistance Services (MAS).

EOB- Gary Pfeiffer

Mr. Pfeiffer states EOB has continued to increase the calls that have come into the center and the resource database. Some outreach with churches that could help seniors has occurred. One of the concerns is when a church puts their name out there they get overwhelmed with calls from other agencies. EOB is looking for casinos to adopt their site. A grant may be available for a new assistant who will help free up time for some marketing and an increase in the database resources..

Cornerstone Health Management/Home Health Services of Nevada- Co-presented by Sylvia Elexpuru, Karen Smouse and Heidi Hutchings

Ms. Elexpuru says HHSN and Cornerstone have partnered together to provide more services in Elko and the surrounding areas. This is the second year of the grant, and visibility in the community with the newspaper ads and all the work Ms. Smouse has been doing is getting out to the community organizations. Ms. Smouse says new brochures were distributed to over 50 establishments. and visits to over 130 people in regards to the directory were completed. A couple objectives for this next period are to increase community awareness, advocacy and case management. Ms. Hutchings has been involved in helping people get heat through different resources.

3. Synergy- Tina Gerber-Winn

Ms. Gerber-Winn discussed the issue of communication and education. DAS is looking to define lines of NVCC. DAS administrative staffs have viewed SAMS2000 and its uses. DAS staff discussed locating resources to allow the effective set up of the software to make sure grantee information is correct including rates, description of service units, and security levels.

4. Computers –Tina Gerber-Winn

Ms Gerber-Winn reported that Guy Brogdon is currently available to offer input when a grantee wants to purchase computers. A DSL line is recommended for use with the software. A lengthy discussion ensued between the members and staff about Synergy and how this application will be used.

5. Synergy Grantee Work Group- Lisa Cyr

Ms. Cyr informed that four different grantee members were on a work group. One participant was chosen for proximity, so site visits could be completed. The members are: Mineral County- Caroline Gillis; Pershing County-Lovelock Senior Center; Washoe County Senior Center; and Elvirita Lewis Forum – Senior Companion Program. There are several DAS staff member on the committee. Onsite visits were conducted to offer technical assistance, program set up, client roster development; and system speed analysis. Ms. Cyr will be emailing members to see how test use of the system is working prior to our next meeting.

6. NVCC Marketing- Tina Gerber-Winn

We have been discussing how to get the word out regarding Nevada Care Connection and to find out why with certain people don't want to have their program information on the website . Ms. Gerber-Winn hopes to find people who have expertise and ideas about marketing with the goal of compiling more instruction to grantees. The information could cover the basics to help grantees market their service program. Ms Gerber-Winn would like this meeting to be more formal in our process and efforts of communication and recording of events to be more informative.

7. Open Discussion/Next Meeting Date

The next meeting will be a video conference between Carson City, Las Vegas and Elko on March, 2006. Details of the meeting will be emailed as soon as they become available.

Ms Gerber-Winn adjourned the meeting at 11:20